



## **Executive Officer's Statement**

### **Victim Compensation and Government Claims Board**

**May 19, 2005**



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#### **New Claims Management System Moves Forward**

In March, the Board hired system architect Michael Miller to analyze the design and planning work already accomplished on the new claims management system and to outline a path for completion. The path forward he outlined has been approved by the Board Executive staff and was presented to the entire management team in early May.

Board staff and programmers will custom-design the system a section at a time, refining each section as they go, following the "agile" model of system development. Agile modeling relies on active stakeholder participation in the design process. A team of staff members who will be using the system on a daily basis have been identified to serve as "project champions." These key stakeholders will work side-by-side with programmers as they begin to construct and test the system this summer.

#### **Phone Tree Enhances Customer Service in RRAD**

A new, automated telephone answering system is helping the Revenue Recovery and Accounting Division handle the significant increase in telephone calls resulting from the Court-ordered Debt Collection Program. Since January 2004, the Board has been working with the Franchise Tax Board (FTB) and the Department of Corrections to collect unpaid restitution fines from offenders who have been discharged from parole. The venture has generated more than \$2.3 million dollars in new income for the Restitution Fund, but it has also generated thousands of telephone calls from offenders with questions about the money they owe. The new answering system gives callers answers to the most commonly asked questions in English and in Spanish. The system also allows the caller to transfer directly to FTB to make payment arrangements. The new phone system will provide enhanced customer service to our callers.

#### **Fiscal Year 2005-2006 Budget Receives Senate and Assembly Approval**

Board staff appeared before the Legislature for two budget hearings in April and the Board's budget was approved without substantial discussion. The hearings were before Assembly Budget Subcommittee #4 and Senate Budget Subcommittee #5.

#### **Board Updates**

##### **Nearly Fifty Children Visit the Board on April 28**

This year the Board participated in national Take Your Daughters and Sons to Work Day on Thursday, April 28. An enthusiastic crowd of children ages 7 to 16 accompanied family members to work. The Board planned numerous activities for the day. The Sacramento Police Department presented a program about personal and bicycle safety, donated 10 bicycle helmets that were awarded as prizes, and gave a presentation on how to be a good witness. The California Highway Patrol brought two mounted patrol officers and Boulder, a very friendly, bomb-sniffing dog, to meet the children. Snacks, tours, and a game of bingo rounded out the day.

### **Third Annual International Victimology Symposium in Fresno**

Board staff participated in the Third Annual International Victimology Symposium in Fresno on April 27-29. The Board sponsored an information table at the program. The table featured a 15-minute slide show highlighting information about compensation across the nation and in California, including California's best practices.

### **Victim Witness Coordinating Council Compensation Committee Meets**

Victim Witness Compensation Committee met on Tuesday, May 10. The committee, composed of Joint Power County Unit directors and Victim Compensation Program staff, meets quarterly to discuss compensation issues and provide important feedback to the Victim Compensation Program.

### **Training for Victim Advocates**

Board staff presented a two-hour training to new victim advocates at the Victim Witness Coordinating Council five-day entry-level advocate training in Oakland on May 18.

### **Richard Anderson, Board's Chief Deputy Executive Officer Retires**

Chief Deputy Executive Officer Richard Anderson retired in May. Mr. Anderson's experience has been invaluable to the Board and his contribution will be missed. His five years of service here at the Victim Compensation and Government Claims Board capped a career spanning five decades and four states. From his beginnings as a patrol officer in the City of Milwaukee, Mr. Anderson rose to become one of the key figures in the development of Wisconsin's victim compensation program and victim assistance funding system. He served as the director of the compensation programs in Wisconsin, Texas, and Minnesota before coming to California.